

CFAC Leadership Conference

The Mutually Shared Responsibilities
of Consumer and Family Advisory
Committees and LME Governing
Boards

February 29, 2008

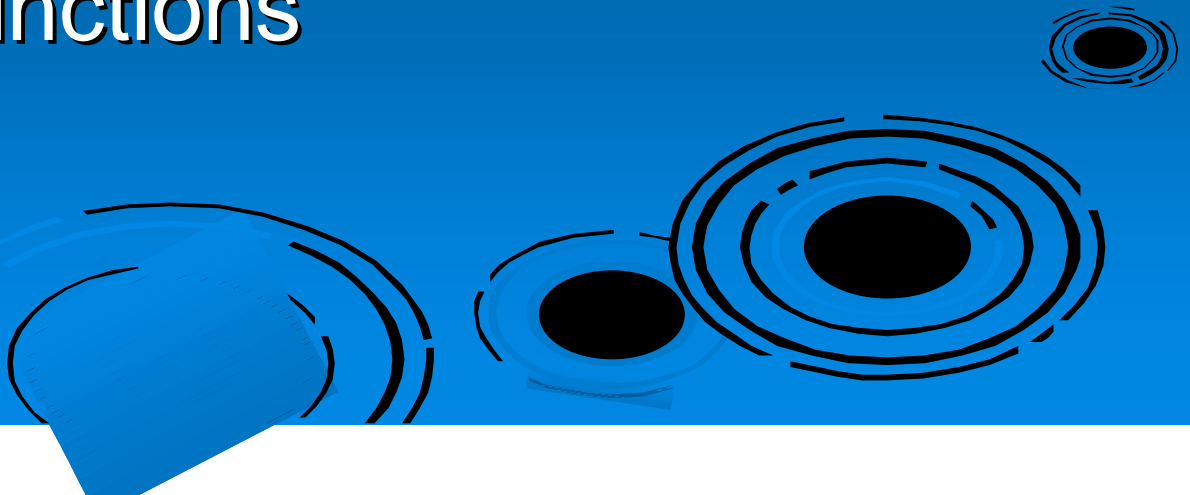
Mark Botts, School of Government
UNC-Chapel Hill

Consumers and Families— 2006 Law

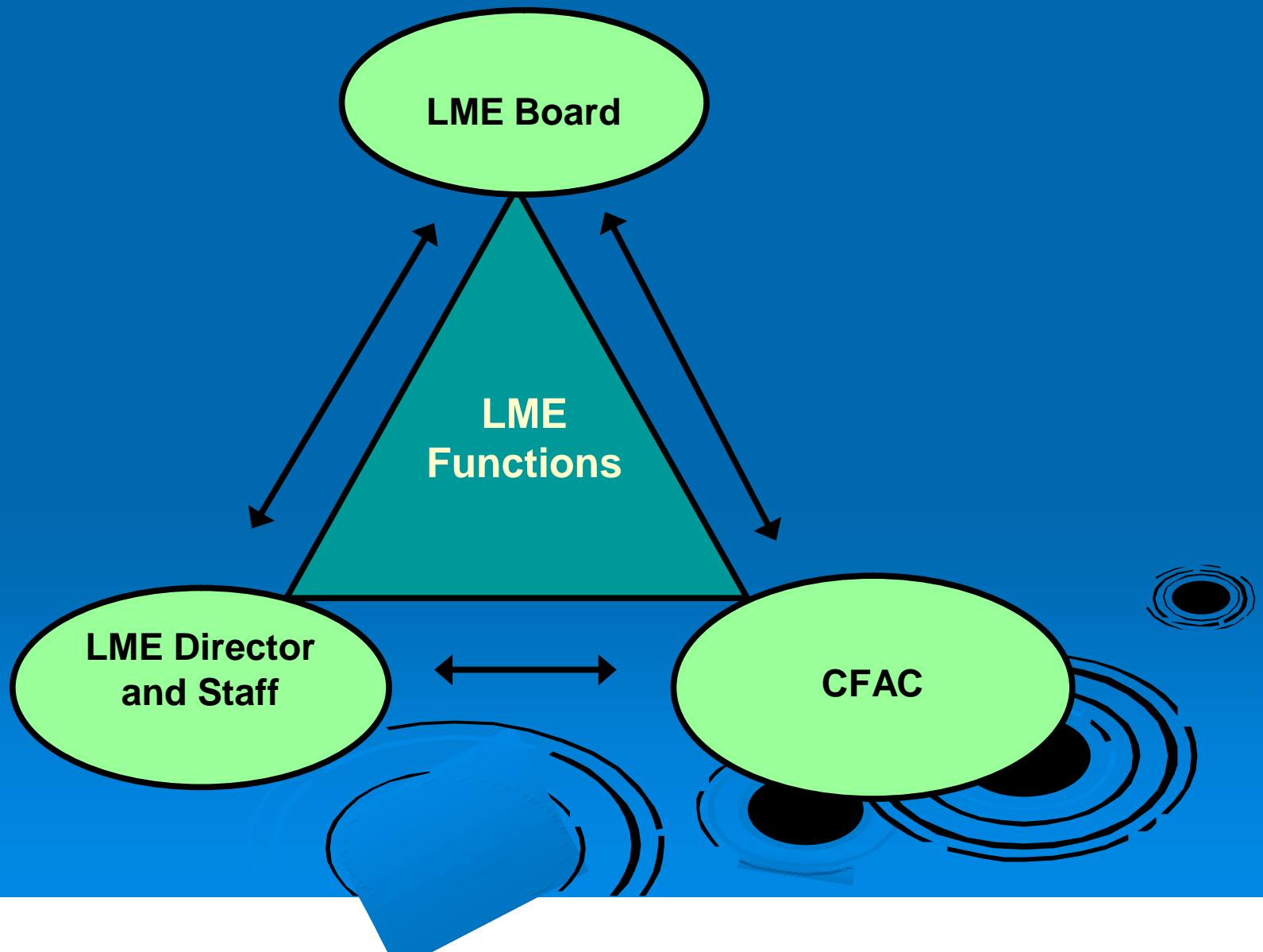
Each local management entity (LME) must establish a Consumer and Family Advisory Committee (CFAC) to advise the LME on the planning and management of the local public mental health, developmental disabilities, and substance abuse services system. G.S. 122C-170.

Objectives

- Identify CFAC duties
- Identify Core LME functions
- Discuss the role of the CFAC and the LME Board in the performance of LME functions



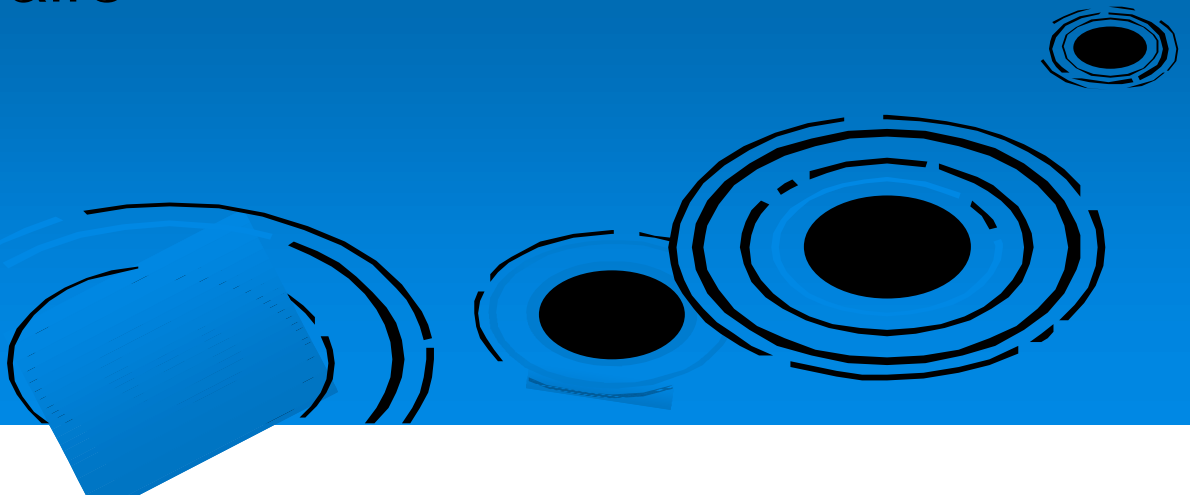
The Relationship Triangle



LME Board Responsibilities: Key Areas

Which one of the following areas of LME board responsibilities is most closely related to the concerns of the CFAC?

- Business Planning
- Budget and Finance
- Consumer Affairs
- Services
- Personnel



CFAC Duties

1. Review, comment on, and monitor the implementation of the local business plan
2. Identify service gaps and underserved populations
3. Make recommendations regarding the service array and monitor the development of additional services

CFAC Duties

4. Review and comment on the area authority or county program budget
5. Participate in all quality improvement measures and performance indicators
6. Submit to the State CFAC findings and recommendations regarding ways to improve the delivery of MH/DD/SA services

LME Business Plan: Board Duty

The board must adopt a three-year business plan for the management, delivery, and oversight of community services that, among other things, establishes how the LME will ensure the availability, quality, and effectiveness of services.



LME Business Plan: Core Administrative Functions

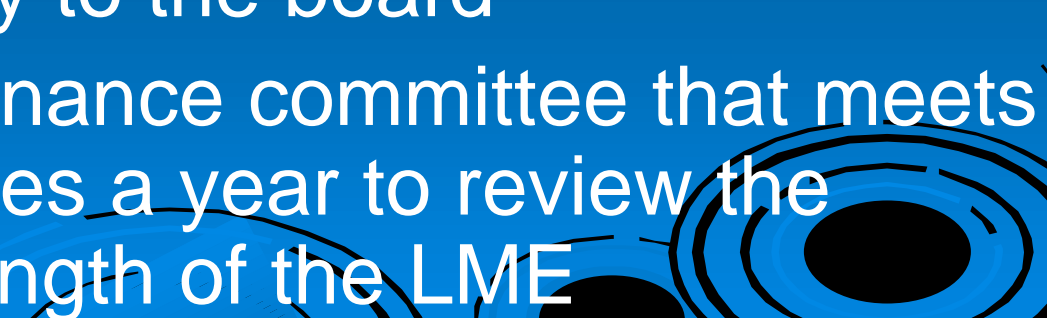
A plan that addresses how the LME will:

1. Plan for services (identify and prioritize service needs) **[CFAC participation]**
2. Develop the capacity to deliver those services through a network of providers
3. Provide a system for citizens to access services
4. Authorize, manage, and coordinate consumer care in a manner that makes the most of available resources and produces the best possible outcomes for consumers

LME Business Plan: Core Functions

5. Collaborate with other state and local service systems to enhance access to and coordination of services
6. Collaborate with and protect the rights of consumers of services
7. Manage funds efficiently, effectively, and with accountability
8. Monitor and oversee provider performance, service quality, and client outcomes
9. Assess the quality and availability of services as a means for assessing how the LME is performing the functions above [**CFAC participation**]

Budget and Finance: Board Duties

- Adopt an annual budget in accordance with the Local Government Budget and Fiscal Control Act (GS 159)
 - Select a certified public accountant to audit the LME's accounting records and report directly to the board
 - Establish a finance committee that meets at least 6 times a year to review the financial strength of the LME
- 

Budget and Finance: Financial Reporting

- As often as requested by the LME board, a statement of the LME's financial condition
 - Performance contract says monthly financial reports
- Quarterly financial reports submitted to the counties by the area director and finance officer
- Annual financial statements that set out the financial position of the LME as of the end of the fiscal year and the financial results of operations during the course of the year



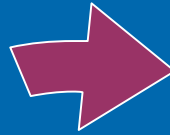
Consumer Affairs: Board Duties

- Establish a Consumer and Family Advisory Committee (CFAC) to advise the LME board on the public MH/DD/SA service system
- Establish a client rights committee that monitors services for compliance with client rights, establishes review procedures for client grievances, and reports annually to the board
- Perform public relations and community advocacy functions



Services

Planning



Assessing Quality
and Availability



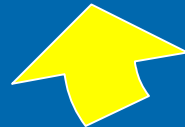
Provider Network
Development

Business
Plan Core
Functions



Consumer
Access

Monitoring and
Oversight

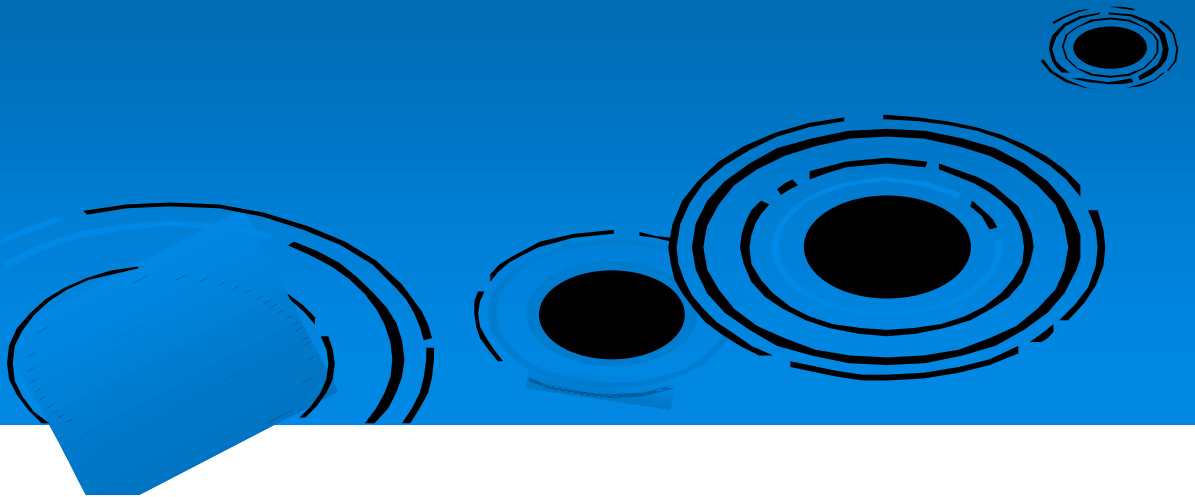


Community
Collaboration



Service
Management

Looking at LME Core Functions Relating to Services and Determining the CFAC Role and Board Role

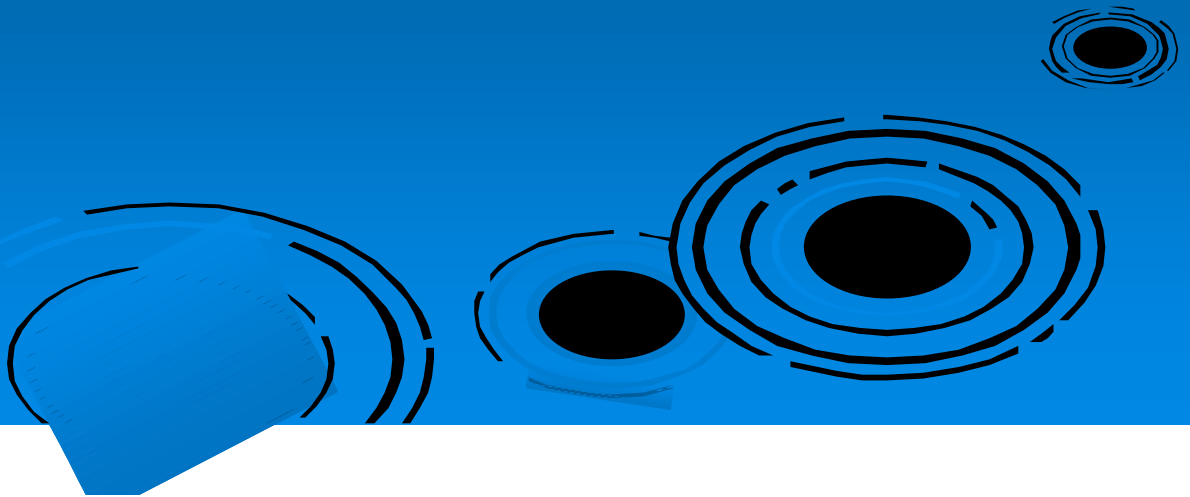


Service Planning

- Determine the needs of the catchment area
- Conduct planning that
 - identifies gaps in services and methods for filling those gaps
 - ensures the availability of an array of services (adequate number and variety of providers) based on consumer needs
 - provides for equitable service delivery among member counties
- Local planning must be an open process involving key stakeholders

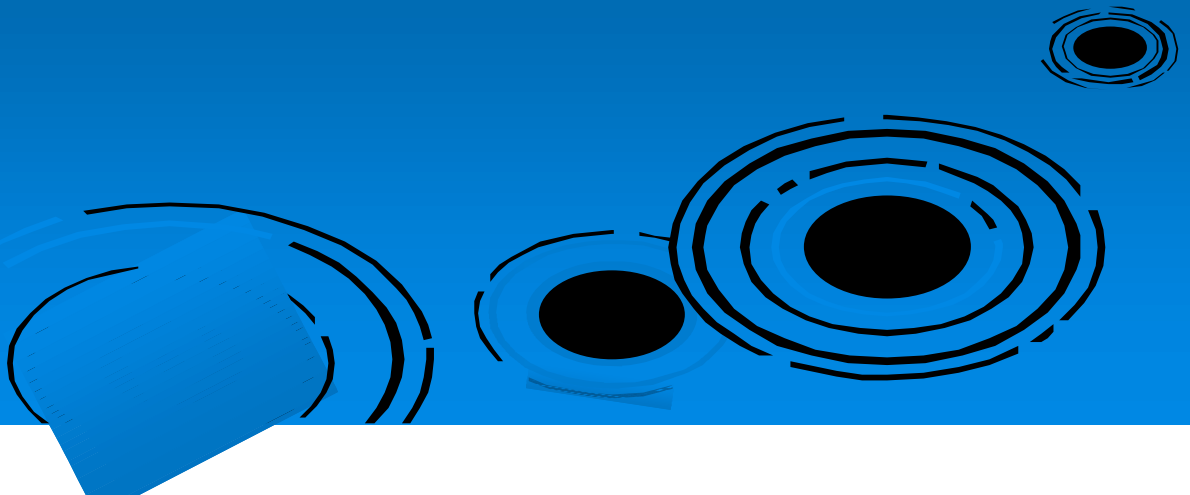
Provider Development

- Ensure the availability of qualified providers to deliver services in the LME's catchment area
- Endorse, monitor, provide technical assistance to, develop the capacity of, and control the quality of services provided by providers



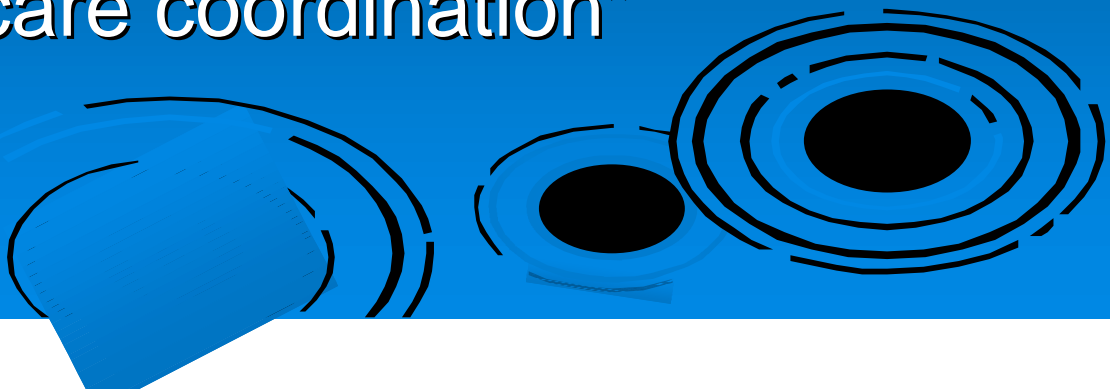
Access

- Implement a system for citizens to access services, including a screening, triage, and referral (STR) process and crisis response system
- Performance Contract: LME staff must report to Board and CFAC on access patterns and trends



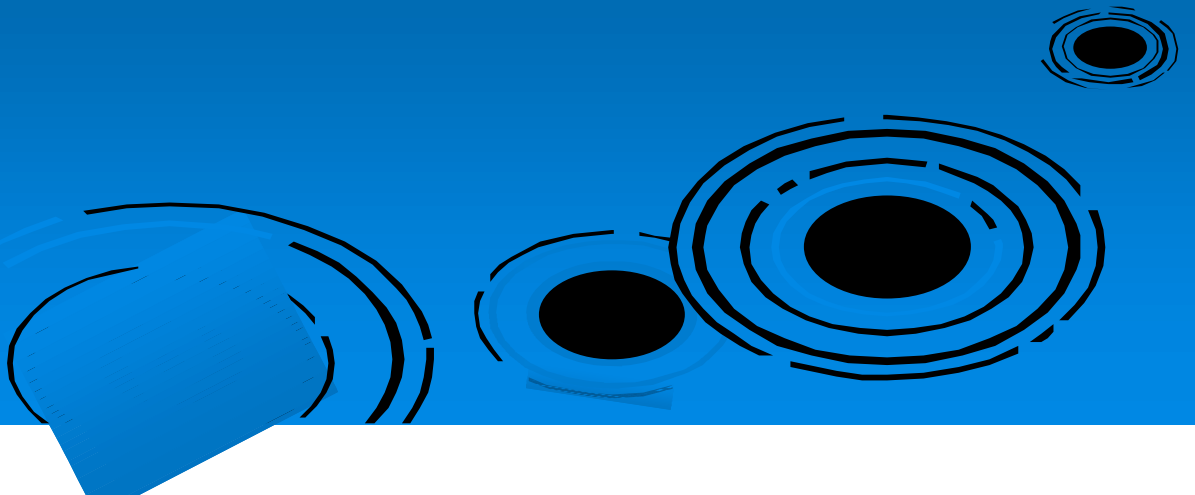
Service Management

- Approve the provision of specific services to individual consumers—“service authorization”
- Evaluate the clinical appropriateness of services according to state criteria—“utilization management”
- Monitor the consumer’s care to ensure that it is effective—“care coordination”



Service Management

- Performance Contract: LME staff must report quarterly to LME board on service utilization patterns (the utilization of various services in the service array)



Service Monitoring and Oversight

➤ Ensure quality and effectiveness of services by

- Developing procedures for monitoring and evaluating the quality of services
- Monitoring provider performance
- Monitoring client outcomes
- Adhering to state standards and meeting state outcome standards

Assess Quality and Availability of Services

- Annually and quarterly assess the quality and availability of services within the catchment area, including
 - Community need and provider capacity
 - Progress toward implementing local service plans and attaining the goals and outcomes expressed in those plans
- The annual assessment must include input from consumers, families, and community stakeholders.

Resource Tools

➤ From the Division of MH/DD/SA Services

- CFAC & LME Action Plan
- CFAC Action Plan Questions

